

SENATE BILL NO. 404

BY SENATOR DONAHUE

1 AN ACT

2 To enact R.S. 39:248, relative to state government services; to provide for the development
3 of a long term plan to create regional governmental service centers; to provide for
4 the submission of the plan to the Joint Legislative Committee on the Budget for
5 approval; to provide for annual updating of the plan; and to provide for related
6 matters.

7 Be it enacted by the Legislature of Louisiana:

8 Section 1. R.S. 39:248 is hereby enacted to read as follows:

9 **§248. Government service centers**

10 **A. The division of administration shall develop a long term plan for the**
11 **creation of regional governmental service centers as a "one-stop shop" for state**
12 **services. The plan shall:**

13 **(1) Establish regional boundaries.**

14 **(2) Identify state services which shall be delivered through the centers.**

15 **The plan shall note services which are available with full online capability and**
16 **services which are accessible with the help of skilled specialists.**

17 **(3) Require that each agency that administers the services identified in**
18 **Paragraph (2) of this Subsection organize itself structurally for the delivery of**
19 **services along uniform regional boundaries as established in Paragraph (1) of**
20 **this Subsection and include such structure and regional delivery of services in**
21 **its strategic plans.**

22 **(4) Establish the appropriate number of governmental service centers**
23 **to be located in each region, depending on regional population, infrastructure,**
24 **and use demands. Each region shall have one comprehensive center and may**
25 **have other smaller centers as appropriate.**

26 **(5)(a) Determine the most cost effective and operationally effective**
27 **means to develop the regional governmental service centers either by owning**

1 and managing the facilities or by contracting for the operation, management,
2 or leasing of the facilities. The division of administration shall develop an
3 ownership versus lease comparative analysis as well as a life-cycle cost analysis
4 as deemed appropriate to assist in making the determination. Such findings
5 shall be presented to the Joint Legislative Committee on the Budget along with
6 the long term plan.

7 (b) If it is determined that outsourcing property management services
8 is the most cost effective means for the development and establishment of
9 regional governmental service centers, the division of administration shall have
10 the authority to allow for the use of existing state owned facilities by formal
11 agreement with the outsourced property management company provided the
12 agreement establishes a fair market price for the use of state properties by the
13 management company or companies. The division of administration shall have
14 the authority to include operations and maintenance in the property
15 management contracts.

16 (6) Provide a long term plan and strategy to implement consolidated
17 services to be delivered in the regional governmental service center.

18 (7) Provide a process for addressing surplus property and reduction in
19 personnel as services are consolidated into the centers.

20 B. As part of the process for the development of the long term plan
21 described in Subsection A of this Section, the division of administration shall
22 conduct a public hearing to receive input from local residents in each of the
23 proposed regions.

24 C.(1) On or before March 15, 2011, the division shall submit the report
25 detailing the status of the long term plan or status on the development of such
26 as described in Subsection A of this Section to the Joint Legislative Committee
27 on the Budget for approval.

28 (2) A copy of the report shall also be submitted to the Commission on
29 Streamlining Government.

30 (3) Annually, beginning on March 1, 2012, the division shall issue a

1 report to the Joint Legislative Committee on the Budget detailing the status of
2 the development and implementation of the long term plan until such time as
3 the centers are fully operational. The update shall indicate progress in the
4 establishment of the centers and the services provided as well as obstacles to
5 further development and implementation of a consolidated state service delivery
6 system. The updates shall also include overall quality of service measurements
7 as provided by the agencies through the Louisiana Governmental Performance
8 and Accountability System (LaPAS) and any efficiencies and cost savings which
9 may be realized.

10 D. After approval of the long term plan by the Joint Legislative
11 Committee on the Budget, the commissioner of administration shall not approve
12 a new lease or the renewal of any lease or approve a purchase for agency
13 housing space that is in conflict with the long term plan without approval of the
14 Joint Legislative Committee on the Budget. For state-owned property used for
15 the delivery of state services that is not designated as a center, the commissioner
16 may require that such property be sold once services are transferred to the
17 center.

18 E. The commissioner is authorized to adopt all necessary standards and
19 guidelines to implement the provisions of this Section.

PRESIDENT OF THE SENATE

SPEAKER OF THE HOUSE OF REPRESENTATIVES

GOVERNOR OF THE STATE OF LOUISIANA

APPROVED: _____